

USPS Report on PRC Service Inquiries for December 2019

Postal Regulatory Commission

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The Postal Regulatory Commission referred 34 inquiries to the Postal Service in December 2019. Customers received responses on average within 8 days.

Inquiries covered various topics that fell in to three main categories:

- Delivery Services 27 - i.e., time of delivery, forwarding and method of delivery
- Customer Service 7 – i.e., hours of service , Collection Boxes, Indemnity Claims
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions and international inquiries

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

PMG update

Postmaster General Megan J. Brennan

The Postal Service Board of Governors is in the process of conducting a thorough, nationwide search for a successor to Postmaster General Megan J. Brennan, who recently [announced her intent](#) to retire on Jan. 31.

To facilitate the search and transition process, the governors announced Jan. 6 that the Postmaster General has agreed to delay her retirement date.

“We are grateful to the Postmaster General for her continued commitment to the Postal Service, and share her confidence in the Postal Service’s strong leadership team members who will ensure that we continue to deliver for the American people,” said Board of Governors Chairman Robert M. “Mike” Duncan.



Year of the Rat

The Year of the Rat stamp features a mask similar to those used in the dragon dance, a hallmark of Lunar New Year parades.

The Postal Service will release its Year of the Rat stamp, the first entry in a new Lunar New Year series, on Saturday, Jan. 11.

Lunar New Year, an important holiday for many Asian communities, is celebrated primarily by people of Chinese, Korean, Vietnamese, Tibetan, Mongolian, Malaysian and Filipino heritage.

The rat is the first of the 12 zodiac animal signs associated with the Chinese lunar calendar. The Year of the Rat begins Jan. 25, and ends Feb. 11, 2021.



The stamp features a rat mask that calls to mind the elaborately decorated masks used in the dragon dance, a feature of Lunar New Year parades. The image offers a contemporary take on the long tradition of the paper-cut folk art crafts that are another Lunar New Year hallmark.

Antonio Alcalá, a USPS art director, designed the stamp with original artwork by Camille Chew.

The Postal Service's two previous Lunar New Year stamp series ran from 1992-2004 and 2008-2019.

The Year of the Rat stamp will be available in panes of 12 at Post Offices and usps.com.